October 23, 2026

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Notice Regarding Unauthorized Access to a Service Provided by a Consolidated Subsidiary

Regarding the unauthorized access by a third party to "Onamae.com Desktop Cloud" (hereinafter the "Service"), which is provided by GMO Internet, Inc. (Securities Code: 4784, TSE Prime Market; hereinafter "GMO Internet (4784)"), a consolidated subsidiary of our company, GMO Internet (4784) has made announcements on its website and elsewhere on October 21, 22, and 23, 2026. We hereby announce the overview of this matter, its impact on customers, and the status of the response, as announced by GMO Internet (4784), as follows.

We deeply apologize for the considerable inconvenience and concern this matter has caused to our customers and all other parties concerned.

1. Overview

On October 20, 2026, GMO Internet (4784) confirmed that an unauthorized program had been installed by a third party in the server environments of some customers of the Service.

Through subsequent investigation and reports from customers, it has become clear that, as a result of this unauthorized access, login information for trading accounts and other information stored on the servers may have been obtained by a third party and used without authorization. Whether information was obtained and used without authorization in individual cases, and the scope thereof, are still under investigation.

2. Chronology

GMO Internet (4784) started an investigation on October 19, 2026, after receiving an inquiry from a customer, and on October 20 confirmed that an unauthorized program had been installed by a third party in the server environments of some customers of the Service.

On the same day, it suspended new applications and the control panel, and from 4:00 a.m. on October 21, it sequentially suspended the servers of all plans in order to prevent further damage.

Since October 21, GMO Internet (4784) has received reports from customers of operations in their trading accounts that they do not recall performing, and has shared the situation with relevant business operators and requested their cooperation in implementing safety measures through guidance to customers. In addition, it consulted with the police on October 22.

3. Scope of Impact

The scope of impact announced by GMO Internet (4784) as of 4:10 p.m. on October 23, 2026 is as follows.

(1)	Target Service	Onamae.com Desktop Cloud (all plans)
(2)	Servers Potentially Affected	26,739 servers *The above is the number of servers that may be affected, and is not the number of cases in which unauthorized access or the acquisition of information has been confirmed.
(3)	Information Potentially Affected	Information stored on the servers (including login information for trading accounts stored in trading tools, etc.)

GMO Internet (4784) does not hold customers' payment information (including credit card information) on the servers of the Service. However, information that customers themselves have stored on the servers is included within the scope of impact.

4. Response by GMO Internet (4784)

GMO Internet (4784) is continuing the suspension of the servers of all plans and is investigating the intrusion route and the scope of impact together with a specialized security company. It has consulted with the police, is working with relevant business operators to confirm the damage and prevent its spread, and is proceeding with reporting and consultation with the relevant authorities.

Customers are urgently requested to change the authentication information for their trading accounts and trading tools from devices not used for trading, disconnect all logged-in sessions, check their transaction history and balances, set up two-factor authentication, and take other measures. Detailed response methods and precautions are provided on the following website (https://group.gmo/info/alert/20261023/; available in Japanese only).

5. Outlook for Resumption of the Service

According to the announcement by GMO Internet (4784), the date of resumption of the Service has not yet been determined. The policy is to announce the date as soon as it is determined, after safety has been confirmed.

6. Impact on Our Consolidated Financial Results

The impact of this matter on our consolidated financial results is currently under review. The impact of this matter on our financial results, etc. cannot be calculated at this time. If a revision of our earnings forecasts becomes necessary, or if any facts requiring disclosure come to light, we will announce them promptly.

7. Future Information Disclosure and Contact for Inquiries

GMO Internet (4784) plans to announce further information on its website and elsewhere as it becomes available. Our company will also promptly announce any newly disclosable facts.

Contact for inquiries regarding the Service (GMO Internet, Inc.):
Inquiry form: https://help.onamae.com/contact/
Telephone: +81 3 5456 2560 (24 hours, including weekends and holidays)

(Reference) Previously Announced Materials

- Announced on October 21, 2026 (as of 4:00 a.m.): https://internet.gmo/en/news/article/246/
- Announced on October 22, 2026 (as of 4:59 p.m.; Japanese only): https://group.gmo/info/alert/20261022/
- Announced on October 23, 2026 (as of 4:10 p.m.; Japanese only): https://group.gmo/info/alert/20261023/